

**SHREWSBURY'S ELECTRIC LIGHT PLANT
&
SHREWSBURY'S COMMUNITY CABLEVISION**

COMMISSION MEETING

November 18, 2002 – 7:00 PM

MINUTES

PRESENT: C. JEFFERSON, Jr., Chairman
J. TOMAIOLO
A. TRIPPI
R. LUTZ
S. DAVIS

ABSENT: NONE

OTHERS

PRESENT: T. JOSIE
J. TERRASI
M. QUITADAMO
F. PAIKA
T. DESILETS
J. LINDSLEY, CRPP (Part-Time)
SPAC ADVISORY BOARD (Part-Time)
B. NAY (Part-Time)

1. 2002 Customer Satisfaction Study – Final Report

Jerry Lindsley, CEO – Center for Research & Public Policy (CRPP), reviewed the findings, questions and responses contained in the “2002 Customer Satisfaction Study – Final Report”, a telephone survey of SELP/SCC’s customers recently conducted by CRPP. Overall, the survey was extremely positive.

Four hundred customers were surveyed October 7 – 12, 2002. SELP’s customer satisfaction rate was 88.88% and SCC’s customer satisfaction rate was at 86.7%, results similar to a survey done in 1997.

The survey provided additional information regarding customers' wants and needs, viewership of public access, and quality of field service representatives. It also pointed out the customers would like more energy conservation materials and information.

After further discussion, the Commission concurred that credit should go to all of the employees of the SELP/SCC.

2. SPAC Advisory Board

In response to an invitation from the Light Commission, SPAC staff and Advisory Board were present to discuss its request for additional funding. At present, SPAC receives 5.3%, and the Town received 5%, for a total of 10.3%. Well within excess of the 5% maximum Franchise fee.

SPAC's counterproposal includes:

- The Digital equivalent of the present analog bandwidth – a total of 24 channels
- Hire two additional full-time employees
- If the FCC rules that Internet is a cable service, SPAC will also receive 3% of the Internet service gross revenue
- In addition to the 3% additional funding, another \$250,000 for upgrading facilities, amount negotiable
- A broader mission statement that anticipates technology and communication developments in the industry

After further discussion, the Commission concurred that in order to meet SPAC's request for an increase in funds, there would have to be either a CATV rate increase or less money (in lieu of taxes) paid to the Town or both. The Commission agreed that SPAC would remain at its current funding level.

3. Approve Bill Schedules

At its last meeting, the Light Commission agreed that the statement should read "this as an oversight function that the Light Commission is performing. These (bill schedules and payroll) have been previously approved by the General Manager and staff."

Approval of the Light and CATV Bill Schedules was tabled due to the addition of an incorrect statement -“The following named bills of the Light/CATV Department have been approved by the Board of Light Commissioners and you are requested to place them on a warrant for payment.”

4. Minutes – Light Commission Meeting – October 21, 2002

A motion:

To approve the minutes of the October 21, 2002 Light Commission meeting was made by A. Trippi and seconded by R. Lutz.

After further discussion, the minutes were accepted as presented.

5. September Financial Statements

A. Light

After reviewing the Light cash statements and following further discussion, the Light September 2002 Financial Statements were accepted as presented.

B. CATV

After reviewing the CATV cash statements and following a brief, the CATV September 2002 Financial Statements were accepted as presented.

6. October Cash Statements

A. Light

After reviewing the Light cash statements and following a brief discussion, the Light October 2002 Cash Statements were accepted as presented.

B. CATV

After reviewing the CATV cash statements and following a brief discussion, the CATV September 2002 Cash Statements were accepted as presented.

7. Gift Acceptance Policy

A motion

To accept and define as SELP policy the presented "Gift Acceptance Policy" dated November 18, 2002 was made by S. Davis and seconded by C. Jefferson, Jr.

After no further discussion, the motion was carried unanimously.

8. MMWEC Rate Comparison

MMWEC's residential and commercial/industrial rate comparison was reviewed and accepted by the Light Commission.

9. Operating Brief

The Commission reviewed the Operating Brief.

The next Light Commission meeting is to be decided.

A motion,

To adjourn the meeting was made by A. Trippi and seconded by C. Jefferson, Jr.

After no further discussion, the motion was carried unanimously.

Respectfully submitted,

Anthony M. Trippi, Acting-Clerk
Shrewsbury's Light Commission